



Request For Proposal

TICKETING CUSTOMER SERVICES FOR UEFA COMPETITIONS
2022-2025

1. Introduction

UEFA wishes to select one or several companies to provide Ticketing Customer Services for several UEFA's competitions until the end of 2025 (the "Services"). Here below you can find the list of the competitions:

- UEFA Champions League™ Final until 2025
- UEFA Europa League™ Final until 2025
- UEFA Super Cup™ until 2025
- UEFA Europa Conference League Final™ until 2025
- UEFA Nations League Finals™ 2023 and 2025
- UEFA EURO 2024™
- And any other competitions UEFA might sell tickets for.

The selected company(ies) will be responsible for Ticketing Customer Services including but not limited to the following key elements::

- 1st level email support using a tool provided by UEFA in several European languages (no sales, only information services; for avoidance of doubt, any UEFA competition requires support of English and the local language at minimum, other languages are to be confirmed individually per competition in advance of the start of the project),
- Development and maintenance of knowledge base (standard answers, FAQs),
- Monitoring the operations and scaling according to the incoming traffic,
- Project management,
- Quality assurance,
- Easy translations of low volume.

For such purposes, UEFA intends to organise a tendering process ("Tender"). Companies are invited to bid for all competitions.

2. The Selection Process

The process for the selection of company(ies) for the provision of Ticketing Customers Services, as currently planned, is divided into two-phases:

- Phase 1 – Request for proposal: the initial, pre-Tender phase during which UEFA collects information regarding the candidate(s) based on which it evaluates eligibility of such candidate(s) to participate in Phase 2;
 - Phase 2 – Request for quotation the tender for the selected candidate(s) and/or any other entities invited by UEFA, during which UEFA will evaluate proposals and subsequently select and appoint a qualified company(ies) to provide Services.
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REQUEST FOR PROPOSAL

Applicants who are selected to participate in Phase 2 of the Tender will receive the Request for Quotation ("RFQ"), which will set forth all applicable terms and conditions for the Tender and a detailed overview of the requested Services.

To give each candidate(s) an overview of the timing and further proceedings, UEFA has put into place the following Tender process plan (which may be subject to change at any time, as deemed necessary by UEFA):

Request for proposal published and/or sent to entity(ies)	27/10/2021
↓	
Deadline for entity(ies) to submit declaration of interest	15/11/2021
↓	
Selected entity(ies) receive the RFQ	17/11/2021
↓	
Selected entity(ies) submit their proposals for the Tender	06/12/2021
↓	
Selection of short-listed Applicants	13/12/2021
↓	
Presentation and/or site visit	until 21/01/2022
↓	
Supplier(s) appointment	until 07/02/2022

3. Submissions of Expression of Interest

In order to be considered to participate in the Tender, interested candidate(s) shall respond to this Request for proposal by submitting the relevant information and documentation as set out below.

Candidate(s) shall submit to UEFA an official letter, on headed notepaper and in English (the "Letter") expressing their interest in participating in the Tender and requesting the RFQ. The Letter shall include the following supporting information:

- full details of the postal address and contact person for all matters in connection with this Request for proposal;
- all of the information/documents (in English only) required in Section 4 below entitled "Required Information and Documentation"; and

- The "Statement of Undertaking" in the form provided in Appendix 1 below, duly signed by an authorised representative from the interested entity.

The Letter along with all supporting information and documentation must be sent by email to the following email addresses by no later than **18:00 CET on 15 November 2021**:

Maria.Argento@uefa.ch; Yasser.Tajeddin@uefa.ch; CC: Karol.Checinski@uefa.ch

For general queries, please contact:

Maria Argento

Maria.Argento@uefa.ch

+41798292621

Late and/or incomplete submissions which do not include all of the above information and/or documentation will not be considered by UEFA.

Upon receipt of the Letter with all required supporting information and documentation, UEFA shall determine, at its sole discretion, if it requires further information/documentation or clarification from any or all of the candidate(s).

In such cases, UEFA reserves the right to contact the relevant candidate accordingly and to request that they provide such additional information/documentation.

UEFA, at its sole discretion, will decide which candidate(s) are qualified to participate in the Tender and such qualified candidate(s) will receive the RFQ. Unsuccessful candidate(s) will be informed accordingly and UEFA shall not be obliged to give any reason for its selection or rejection.

4. Required Information and Documentation

Before selection of the candidate(s) that may participate in the Tender and receive the RFQ, UEFA shall evaluate the eligibility of the candidate(s) based on the review of the following information and documentation (all documentation must be returned in English):

- annual reports or key accounting figures from the last three years;
- proof of strong financial standing with up-to-date declarations from the inland revenue, national treasury department or other relevant governmental body;
- description of proven experience in the provision of customer services;
- evidence of sufficient resources and appropriate infrastructure to provide the services;
- organisational chart with key personnel (must be English-speaking and adequately trained);

NOTE: The requirement to submit the abovementioned information is mandatory for all candidates, including former and current suppliers. During any part of the Tender, UEFA reserves the right to request additional information/documentation as deemed necessary, including but not limited to any guarantees.

5. Legal Provisions

1. This Request for proposal does not constitute an invitation to make offers or an invitation to participate in the Tender, nor does it constitute the basis of any contract which may be concluded upon conclusion of the Tender.
 2. Information collected through this Request for proposal will be used by UEFA solely for its analysis and will not be disclosed to the public.
 3. UEFA reserves the right to reject any and all submissions of expression of interest, amend or supplement any rules set up herein and/or cancel part of or the entire selection process (and/or the Tender). If part of or the entire selection process is cancelled, it may be restarted at any time and any given interested candidate may or may not be invited to participate in the new selection process, at UEFA's absolute discretion.
 4. UEFA has taken all reasonable care to ensure that any information provided by UEFA in relation to this Request for proposal, the Tender and/or the RFQ is accurate in all material respects. However, any such information is provided solely by way of explanation of the services which UEFA intends to use, and neither UEFA nor any of its representatives, agents or employees make any representation or warranty or accept any responsibility for the accuracy or completeness of any such information. Nor shall they be liable for any loss or damage suffered by any applicants in reliance on such information or any subsequent communication made by UEFA.
 5. The candidate agrees that:
 - a) it (and its officers, employees, agents and advisers) shall keep confidential the terms of this Request for proposal and any information relating to affairs or business of UEFA which comes into its possession in relation to this request for proposal and/or the Tender;
 - b) it shall not disclose confidential information (or any parts of it) to any third party without the prior written consent of UEFA, which may be given or withheld in its absolute discretion (save, where required by law);
 - c) it shall only be entitled to use confidential information for the purpose of the Tender; and
 - d) it shall not discuss the financial terms of the Tender with rival candidates.
 6. Each candidate is responsible for all costs, expenses, losses, and liabilities incurred in the preparation of its Letter, any responses to requests for further information by UEFA and any negotiation with UEFA following receipt by UEFA of its Letter (whether or not an invitation to participate in the RFQ is issued). UEFA shall not be liable to any interested candidate for any costs or losses arising in connection with the submission of information and documentation related to this Request for proposal.
 7. Each candidate is strictly prohibited from making any form of public announcement or statement relating directly or indirectly to this Request for proposal, the RFQ the Tender, UEFA, and/or any UEFA competition (whether it is invited to participate in the Tender or not) without the prior written consent of UEFA, which may be given or withheld in its absolute discretion.
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8. The appointment of a company(ies) to provide the Services will be subject to such selected company(ies) and UEFA or any of its subsidiaries entering into a long-form agreement(s) provided by UEFA in due course, which shall contain the full terms and conditions of such appointment.

Appendix 1:

Phase 1 - Statement of Undertaking

Name of company:

Tax number:

Address:

Referred to hereinafter as the "Company", hereby expresses interest in participating in the Tender for Ticketing Customer Services (as defined in the Request for proposal), and undertakes that:

1. no information provided nor representations made to UEFA are false, inaccurate or misleading;
2. none of the Company nor its officers, employees, representatives, agents and advisers shall make any form of public announcement or statement relating directly or indirectly to UEFA, the Request for proposal, the RFQ and/or the Tender to any third party (including but not limited to the media) without the prior written approval of UEFA and that any non-compliance will lead to the penalty of being held responsible for any damages caused;
3. the Company and its officers, employees, representatives, agents and advisers shall keep confidential the terms of this Request for proposal and any information relating to affairs or business of UEFA which comes into its possession in relation to this Request for proposal, the RFQ and/or the Tender and shall not disclose confidential information (or any parts of it) to any third party without the prior written consent of UEFA, which may be given or withheld in its absolute discretion (save where required by applicable laws) and it shall only be entitled to use confidential information for the purpose of the Tender;
4. all intellectual property and commercial rights in relation to UEFA, the Request for proposal, the RFQ and/or the Tender belong exclusively to UEFA;
5. the Company shall comply with all legal provisions contained in the Request for proposal or otherwise agreed in writing with UEFA;
6. UEFA shall not be held responsible for any costs, expenses, losses and/or liabilities incurred in by the Company in the preparation and submission of its Letter and information and/or documentation in response to the Request for proposal and/or any responses to requests for further information by UEFA;
7. any association with UEFA or its competitions and events in any manner whatsoever without UEFA's prior written approval is strictly prohibited;
8. UEFA shall not be required to invite the Company to participate in the RFQ and Tender and reserves the right to re-organise any services related to the Tender, to re-open part of or the entire tendering process at a later stage ;
9. this Statement of Undertaking and any related documentation shall be governed by and construed in accordance with the substantive laws of Switzerland. The place of jurisdiction shall be Nyon, Switzerland;

By submitting this Statement of Undertaking (where capitalised terms shall have the meaning as defined in the Request for proposal unless otherwise defined herein), I/we confirm that I/we have read and understood the foregoing terms and conditions issued by UEFA regarding the process for selection of a candidate(s) to provide Ticketing Customer Services, and agree that the Company which I/we duly represent is bound by such terms and conditions.

Signature: _____

Name and Title: _____ Date: _____

Place: _____ Official Stamp:



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WE CARE ABOUT FOOTBALL
